

MINUTES OF THE
MAG 911 OVERSIGHT TEAM MEETING

October 22, 1998
MAG Office Building, Ocotillo Room
Phoenix, Arizona

MEMBERS ATTENDING

Roy Levenda, Glendale Fire Department,
Chairman
Harry Beck, Phoenix Fire Department
Dennis L. Donna for Fred Conway, Mesa Police
Department
Mike Morrison for Helen Gandala-Zavala,
Scottsdale Police Department
Jim Gaintner for Cliff Jones, Tempe Fire
Department

Jean Hudson-Maiocco for David Hendershott,
Maricopa County Sheriff's Office
Rick Patscheider, Tolleson Police Department
Peter Ramsay, Peoria Police Department
Bill Campbell for Gerd Kurtenback, Phoenix
Police Department

*Those members neither present nor represented by proxy.

OTHERS PRESENT

Larry Beauchat, ADOA
Valerie Day, MAG
Margaret Dixon, Phoenix Police Dept.
Mary Dysinger-Franklin, Phoenix Fire Dept.

Harry Wolfe, MAG
Barbara Jaeger, ADOA
Susan Williams, Tempe Police Department
Jim Wortham, Phoenix Fire Department

1. Call to Order

The meeting was called to order by Chairman Roy Levenda at 2:05 p.m.

2. Approval of the June 4, 1998 Meeting Minutes

Harry Beck moved, Peter Ramsay seconded, and it was unanimously carried to approve the minutes of the June 4, 1998 MAG 911 Oversight Team meeting.

3. Update on FY 1999 MAG PSAP Equipment Funding Request Amendments

Mary Dysinger-Franklin updated the Oversight Team regarding funding request amendments to the FY 1999 budget. She stated that Tempe's request for two additional positions with TDD and an additional 911 trunk for \$25,000 was approved by the Technical Subcommittee. Ms. Dysinger-Franklin noted that they may not use all of the \$25,000 if old equipment being replaced by Mesa is compatible and can be reused. Ms. Dysinger-Franklin noted this amount is less than 10 percent of the budget and can be

approved by the Technical Subcommittee. The Salt River Pima-Maricopa Indian Community request was not originally approved in the budget due to paperwork not reaching the State office. However, the State has approved the amended cost of \$68,000 to become a primary PSAP with the stipulation they are completely addressed with a less than 10 percent error rate. Chairman Levenda asked if there were any questions and thanked Ms. Dysinger-Franklin for her report.

4. MAG FY 2000 PSAP Equipment Funding Request and MAG FY 2000-2004 PSAP Equipment Program

Mary Dysinger-Franklin stated that the funding requests have been reviewed by the Technical Committee and the PSAP Managers Group. She commented that she had built in a ten percent increase in maintenance costs, but was informed by Barbara Jaeger that the increases coming across have been closer to five percent. Ms. Dysinger-Franklin informed the Oversight Team that the \$100,000 for the Consultant Study was included in the request, but had been informed by Ms. Jaeger that this amount does not need to be included in the total, as it comes out of the State administrative budget. Ms. Dysinger-Franklin noted that Tempe Police Department requested Power 911 Lifeline computer equipment in order to capture abandoned calls.

Chairman Levenda asked for clarification on the improved operation of Tempe's requested equipment. Susan Williams explained that with the present equipment an abandoned 911 call flashes for 15-20 seconds at the call taker's position. If the dispatcher does not see the flash, they do not realize a call has been abandoned. The only alternative is to check the printer, which is done manually every 15 minutes. Ms. Williams remarked that this delay is too long and a liability issue. She noted that the new equipment releases the trunk but also captures the disconnected call information in order to call back.

Chairman Levenda asked if other agencies have reported this disconnect problem. Ms. Dysinger-Franklin stated she has called other agencies, but none have reported this as a problem. Ms. Williams commented that she is unaware if other agencies check on abandoned calls. Chairman Levenda noted that Phoenix and Mesa have this new CTI-based equipment. Jim Wortham stated that this equipment is the telephone of the future offering improved service. He stated that only a few agencies in our region can capture lost calls. Presently, he is looking into network strategies. Mr. Wortham remarked that in the future, we will see more requests for this new equipment. He is working with US West on expanding their equipment offering. Barbara Jaeger stated that the communities will need to support a tax increase since there is presently no revenue available for this type of expenditure. Chairman Levenda asked if the consultant in the RFP would identify these problems. Mr. Wortham stated that is a part of the Scope of Work.

Harry Beck moved, Dennis Donna seconded, and it was unanimously carried to recommend approval of the MAG FY 2000 PSAP Equipment Funding Request and MAG FY 2000-2004 PSAP Equipment Program.

5. MAG Technical Subcommittee Maintenance Contract Review Update

Mr. Wortham stated that the maintenance contract with US West will be renegotiated for a one year extension. The consultant study reviewing the present system will not take place until after the present contract expiration. Mr. Wortham stated that the contract will include a per PSAP monthly charge, an annual cost true up the same 24 x 7 service, and outline an option for the maintenance of equipment purchased from vendors outside US West.

Chairman Levenda asked the expiration date of the contract. Mr. Wortham stated the contract expires in May 1999, but he will be in contact with US West in February to begin negotiations on the extension.

Chairman Levenda thanked Mr. Wortham for his report and asked if there were any questions.

6. Update on Request for Proposal (RFP) Consultant Study of the Maricopa County E911 System

Mr. Wortham handed out a copies of the draft RFP to the Oversight Team. He stated he had a meeting with the Executive Director of MAG to identify the tasks and objectives outlined in the RFP. He asked if the Team would review the RFP and he would welcome any comments or suggestions. Mr. Wortham thanked Harry Wolfe for his assistance in putting together the RFP.

Chairman Levenda asked the time frame for the RFP. Mr. Wortham replied the results of the consultant's study would be applied to FY 2000. The target for completion of the study would be July 1999, which would give us enough time for fine tuning. Chairman Levenda thanked Mr. Wortham for his report and asked if there were any questions. Harry Beck expressed thanks to Mr. Wortham for the quick work in turning out the RFP.

7. Year 2000 Compliance

Mr. Wortham thanked Larry Beauchat for his assistance. Mr. Wortham stated that Northern Telecom upgrade is needed for Y2K compliance at the City of Phoenix and MCSO PSAPs. He mentioned the US West report, which is quite lengthy, is available on the World Wide Web.

Chairman Levenda asked if there were any questions and thanked Mr. Wortham for his report.

8. Error Rate of the 9-1-1 Database

Mr. Wortham stated that he received a letter from Penelope Theyken at US West regarding the correctable errors in the 9-1-1 database. Mr. Wortham stated we are fortunate that Jean Hudson-Maiocco is present at the meeting today to discuss the correctable error problems.

Ms. Hudson-Maiocco, the MSAG administrator for the Maricopa County Sheriff's Office, explained the process for correcting these errors. SCC, the database provider contracted by US West, receives the errors, which are entered into a report that is transmitted to her. These errors previously had been reported on a monthly basis, but SCC, in accordance with their contract with US West, must now report them daily. She remarked this amounts to approximately 1,000 errors per month. Ms. Hudson stated she does not have the authority to correct these errors, and can only submit them to the appropriate PSAP for correction. She commented that this amounts to a constant delay since many of the PSAPs are not correcting their errors. Ms. Hudson-Maiocco stated that, due to the region's tremendous growth, the current process for error correction is not working.

Chairman Levenda asked who has the authority to correct errors. Ms. Hudson-Maiocco replied that since the beginning of 9-1-1 service, each individual agency has been responsible for correcting their own errors. Her duties as MSAG administrator is to distribute the error reports to the PSAPs and perform quality control before entering the corrections into the SCC database system. Ms. Hudson-Maiocco

stated that because the person responsible at each agency has other duties and this is not their primary concern, they don't always make corrections in an accurate or timely manner. She felt that this process should be centralized in order to make accurate corrections quickly.

Mr. Wortham stated that the MSAG is the tool that drives the selective routing and points the call to the right agency. If the MSAG is incorrect, the system will not work. Mr. Wortham stated that Ms. Hudson-Maiocco does a great job, but we need a solution to this problem.

Chairman Levenda expressed concern with the US West letter. He commented that it is time to take action and we need to address this issue. He noted that this it is not within this Committee's power to solve this problem.

Mr. Wortham proposed forming a review committee of interested parties to meet within the next month, address the situation, and report back.

Ms. Hudson-Maiocco stated that she does not see the effectiveness of another committee forming to talk over the situation. She commented that it is difficult for smaller agencies to keep up with all the changes in the addressing database. She remarked that the Sheriff's Office has the authority to take over the corrections, but will require accessibility to the data of the planning and engineering departments in the region.

Harry Wolfe stated that staff has been looking for solutions for months to find a better way for updating the street network. He agreed there is liability in not doing something. Mr. Wolfe mentioned that Rita Walton, MAG, is very interested in a solution.

Harry Beck asked if there is any recourse for agencies that do not share their planning and engineering information? Ms. Hudson-Maiocco stated there is no written procedure. She suggested that sanctions in funding could be a possible solution. Ms. Hudson-Maiocco noted that US West is in the process of developing standards for database liability issues.

Harry Beck suggested that perhaps agencies could be charged back for the cost of enforcement. He commented that the City of Phoenix Fire database is available to all and covers a broader jurisdiction than just Phoenix. He stated that an action plan should be produced that includes target dates. He volunteered to serve on the new committee.

Chairman Levenda stated that the charge of this Committee is oversight, not to come up with solutions. We hear options and give support.

Dennis Donna expressed interest in serving on the new committee.

Peter Ramsay asked if the PSAP Managers are aware of the liability consequences. Ms. Hudson-Maiocco replied that she believes they are, since the importance of an accurate database has been discussed at many meetings and the majority of PSAP Managers have been in their positions for many years.

Chairman Levenda stated that the Oversight Team has had to take action in the past to get committee members to attend the meetings.

Jim Gaintner stated that the liability issue may change the focus.

Bill Campbell stated that formal notification is the first step in rectification. Chairman Levenda stated that could be done.

Mr. Wortham suggested that the Technical Committee draft a letter informing them that the Oversight Team holds the PSAP Managers accountable for the database accuracy.

Chairman Levenda stated that a working group needs to be formed quickly. He suggested Jim Wortham and Jean Hudson-Maiocco draft a letter to the PSAP Managers to inform them of the error database deficiencies.

Harry Beck made a motion to form a working group to develop an action plan, notify agencies of deficiencies in database error correction, and, assisted by the MAG 911 Technical Subcommittee, resolve the MSAG maintenance. Peter Ramsay seconded, and it was unanimously carried.

Chairman Levenda noted Harry Beck, MAG staff person, Jean Hudson-Maiocco, Jim Wortham, a representative from the City of Mesa, and a representative from the City of Scottsdale.

There being no further business, the meeting was adjourned at 3:05 p.m.